



Producer Portal Guide

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Link to the Portal

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The web portal provides producers with access to their clients' certificate information once enrollment is completed and all of the certificates have been issued.

You may access the portal by clicking on the following URL: <https://massmutual.ins-portal.com>

For questions around access or policy information call (844) 975-7522 (**1-844-WRKPLACE**) and **Press 1** for customer service.

Registration Process

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To access the portal for the first time, you must first register. If you have already registered proceed to page 8 for Log In instruction.

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[Register](#)

[Log In](#)

[Search](#)

[Home](#)

[Customer Service](#)

Customer Service ▾

[Insurance Forms](#)

[Contact Us](#)

This will provide information for any questions you may have.

Login 

User ID

[Register](#)

[Forgot User ID?](#) | [Forgot Password?](#)

[Next](#)

1

1

Click the 'Register' link located in the top right of the page or under the User ID.

Registration Process (cont'd)

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During the registration process you will need to register as an agent/broker or agency depending on the government identifier.

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Home Customer Service ▾ Help ▾

Register Now

Personal Information

Personal Information (* required field)

* User Type(s)
Agent & Broker ▾

* First Name

* Last Name

* Date of Birth(mm/dd/yyyy):

* Government ID / SSN

Next

* Agent Number
123456-024 or 123456-168

Personal Information (*required field)

* User Type(s):
Agency ▾

* Agency Name:

* Government ID / SSN

* Agency Number:
123456-024 or 123456-168

Next Cancel

Email Address

Phone Number

Note: When entering Agent # or Agency # you must include a '-' then your associated agency number after your 6 digit ID#. Direct Broke always entered as '-168'. See example entries.

- 1 If Agent/Broker, select 'User Type' as 'Agent & Broker' if individual government identifier is SSN.
Or
If Agency select 'User Type' as 'Employer/Agency' if entity government identifier is Tax ID
- 2 Complete required fields (*).
- 3 Click 'Next'. Portal will validate registration data before proceeding to next step.

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Registration Process (cont'd)

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Once validation is completed in previous step you will be required to complete all required fields (*) on this screen.

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Home Customer Service ▾ Help ▾

1 Register Now

Personal Information Login & Security Information


Login & Security Information (*) required field)

* User ID

* Password

* Confirm Password

* Security Image
Category
Animal ▾



* Security Question 1
-- Please select -- ▾

* Answer 1


* Security Question 2
-- Please select -- ▾

* Answer 2

* Security Question 3
-- Please select -- ▾

* Answer 3

* Please enter displayed security code



Can't read the code? Click to refresh

Previous Submit 2

1 Create User ID, Password and Security Questions.

Password Requirements:

- Must be at least 8 characters
- Must contain a mix of letters, numbers and at least one special character
- **For password resets only**, must not have been used within the last 5 passwords

2 Click 'Submit' to complete Registration.

Registration Process cont'd

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Once Registration is complete and you receive Congratulations message, click Log in to access the portal.



1 Once registration is complete and you receive the Congratulations message, click 'Log In' to access portal.

Log-In Page

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of Contents

Log-in to the portal following the steps below.

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Register Log In Search

Home | Customer Service |

Login 🔒

User ID:


Register | [Forgot User ID?](#) | [Forgot Password?](#)

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Home | Customer Service |

Login 🔒

Security Image and Caption
If you do not see the correct image and caption, please do not login. Make sure you are on the legitimate GIAS web portal.


My Eagle

Password:

Register | [Forgot Your Password?](#)

1 Enter User ID.

2 Click 'Next'.

3 Next page enter Password.

4 Click 'Log In'.

If you forget your User ID, click 'Forgot User ID' and follow the steps.

If you forget your password, click 'Forgot Your Password' and follow the steps.

Producer Home Page

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The first screen you will see when entering the portal will be the “Search for Coverage” screen. You can access “Customer Service” or “My Account” links on every screen within the tool.

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Customer Service ▾
Insurance Forms
Contact Us

Help ▾
for Coverage

My Account ▾
Agent's Business/Services
Billing/Payment Inquiry
Inforce Business
New Business Applications
Production Reports
Search for Coverage
My (Agent) Information
Personal Information

Log Out

Search for Coverage ⓘ

Search for Coverage by

Name

* Last Name

First Name

Show 10 ▾ entries

Name

Date of Birth

Government ID

Street Address

City

State/Country

Zip Code

Showing 0 to 0 of 0 entries

Previous

Next

Retrieve

Hover over Customer Service or My Account to access additional links.

Search for Coverage

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of Contents

This screen provides the ability to search for coverage by owner name or certificate number.

The screenshot shows the 'Search Coverage' page in the massmutual@work system. At the top, the user is logged in as KENNETH BUCKHEISTER. The page has a blue header with the logo and tagline 'Financial readiness, readily available.' Below the header, the breadcrumb 'My Workspace > Search for Coverage' is visible. The main section is titled 'Search Coverage' and contains a search form. The form has a dropdown menu set to 'Name' and a 'Retrieve' button. Below the form is a table with columns: Name, Date of Birth, Government ID / SSN, Street Address, City, State/Country, and Zip Code. The table currently shows '0 item'. A callout box with a red border and the number '1' points to the 'Name' dropdown. Another callout box with a red border and the number '2' points to the 'Retrieve' button. Below the table, there is a section titled 'RECOGNITION CLIENT's Insurance'. It shows a table with columns: Certificate Number (0002), Group (Group Whole Life), Insured Name (Deanna), Owner Name (RECOGNITION CLIENT), Status (Lapsed), Effective Date, Coverage Amount, and Premium. A callout box with a blue border and text 'From this page you have options to view certificate details or billing/payments.' points to a dropdown menu. The dropdown menu is open, showing options: 'I Would Like To ...', 'View Certificate Details', and 'View Billing/Payments'. A red box highlights the dropdown menu.

1 Click 'Name' to access policy owner insurance information.

2 Once search criteria is entered, click 'Retrieve' to display below results.

1

From this page you have options to view certificate details or billing/payments.

I Would Like To ...

I Would Like To ...

View Certificate Details

View Billing/Payments

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Certificate/Policy Number	Name	Date of Birth	Bill Type	Frequency	Billed to Date	Paid To Date	Premium
010002	Lorena	02/05/1958	Individual	Thirteenthly	06/09/2019	02/17/2019	
01000	Lorena	02/05/1958	Individual	Thirteenthly	09/29/2019	06/21/2019	

3 Click on '**Certificate/
Policy Number**' to
access billing/payment
detail.

My Insurance Page – Certificate Billing/Payments Detail

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Billing and payment detail screen provides current billing information and displays payment history.

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Florida Abbas Search Log Out

Billing /Payment Detail

[Back to My Insurance](#)

Certificate Number 000 Current As Of Date 02/18/2017

All currency values expressed in DOLLAR (US)

Payor [Insured Name](#)
Effective Date 01/18/2016
Paid To Date 01/19/2016

☒ **Last Statement**
Premium Notice [View Statement](#)
Statement Date 08/01/2019

Billing/Payment Information

Bill To Date 01/18/2020	Payment Frequency Annual
Premium 539.00	Payment Method Coupon Book

Payment History

From Date (mm/dd/yyyy) 11/01/2017 Through Date (mm/dd/yyyy) 10/04/2019 [Retrieve](#)

Show 10 entries

Transaction Date	Apply Date	Payment Method	Payment Frequency	Payment Amount
08/01/2019	08/01/2019	List Bill	Monthly	217.52

To view insured information or contract information click this link.

Last statement date on certificate can also be viewed.

Payments in the history grid are reflected in the Paid to date.

Inforce Business - Search by Group

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Once a certificate has been billed for the initial premium, the certificate's details will be displayed on the "Inforce Business" screen regardless of status.

The screenshot shows the 'Inforce Business' search interface. At the top, there's a header with 'massmutual@work' and a 'Log Out' link. Below the header, the 'Inforce Business' section contains a 'Search By' dropdown menu (labeled 1) set to 'Group'. Below this is a 'Filter Inforce Business by' dropdown menu (labeled 2) with options: 'All', 'Certificate/Policy Number', 'Customer Name', 'Status', and 'Agent'. A 'Retrieve' button is next to the filter menu. Below the filter menu, there's a table with columns: 'Group Name', 'Group Number', and 'Certificate'. The first row of the table has a '+' icon in the 'Group Name' column (labeled 2). A red arrow points from this '+' icon to a 'Certificate Information' panel (labeled 3) on the right. The 'Certificate Information' panel displays details for a certificate, including Status, Currency, Application Date, Effective Date, Paid To Date, Premium, Payment Method, Group List Bill, Group Name, Payment Frequency, and Last Payment Date.

Group Name	Group Number	Certificate
+		

Certificate Information

Status	Premium
Lapsed	57.00
Currency	Payment Method
DOLLAR (US)	Group List Bill
Application Date	Group Name
04/01/2016	PENNSYLVANIA UL GROUP
Effective Date	Payment Frequency
04/01/2016	Monthly
Paid To Date	Last Payment Date
05/01/2016	04/05/2016

- 1 Filter options available to drill down to a specific certificate or view full group details.
- 2 Click '+' for more certificate detail.
- 3 Additional policy data will display.

Inforce Business - Search by Group (cont'd)

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Select Multiple Groups window will display.

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Customer Service

My Account / Inforce Business

Inforce Business

My Inforce Business

Search By

Group

Filter Inforce Business

All

Inforce Business

Show 10

Showing 1 to 2 of 2 entries

Group Name

Group Number

Certificate/Policy Number

Name

Status

Premium

Paid To Date

Agent

Massachusetts Mutual Life Insurance Company	1000000000	1000000000	1000000000	1000000000	Active Premium Paying	94.00	08/01/2019	1000000000
Massachusetts Mutual Life Insurance Company	1000000000	1000000000	1000000000	1000000000	Active Premium Paying	48.30	08/01/2019	1000000000
Massachusetts Mutual Life Insurance Company	1000000000	1000000000	1000000000	1000000000	Cash Surrender	99.00	01/01/2019	1000000000
Massachusetts Mutual Life Insurance Company	1000000000	1000000000	1000000000	1000000000	Active Premium Paying	62.50	07/17/2019	1000000000

- 1 Type into search value box to quickly find that selection.
- 2 Check box for groups to include in search.
- 3 When completed click 'Apply Filter' to search using those groups.

Inforce Business - Search by Group (cont'd)

Return to Table of Contents

This screen will display specific groups requested after clicking Retrieve.

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Log Out

My Account / Inforce Business

Inforce Business

My Inforce Business

Search By

Group

Select Group(s)

Filter Inforce Business by

All

Retrieve

Inforce Business

Show 10 entries

	Group Name	Group Number	Certificate/Policy Number	Name	Status	Premium	Paid To Date	Agent
1	MassMutual Inforce Business	123456	123456789	John Doe	Active Premium Paying	94.00	08/01/2019	John Doe
2	MassMutual Inforce Business	123456	123456789	John Doe	Active Premium Paying	48.30	08/01/2019	John Doe
3	MassMutual Inforce Business	123456	123456789	John Doe	Cash Surrender	99.00	01/01/2019	John Doe
4	MassMutual Inforce Business	123456	123456789	John Doe	Active Premium Paying	62.50	07/17/2019	John Doe
5	MassMutual Inforce Business	123456	123456789	John Doe	Active Premium Paying	18.60	07/01/2019	John Doe

1 Click on 'Retrieve' to obtain groups selected.

New Business- Search by Group (cont'd)

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Select multiple group window will display.

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Customer Service

My Account / New Business

My Applications

Search By

Group

Filter New Business

All

New Business

Show 10

Group Name

Agent

Log Out

Select Multiple Groups

Enter the full or partial group name or number to locate a specific group to filter by. Click the "Search" button to retrieve your list. Click to select the group(s) desired. Click "Apply Filter" to continue to search only using the selected group(s).

* Search Value

Type Group Name or Number

Search

<input type="checkbox"/>	Group Name	Group Number
<input type="checkbox"/>	MassMutual All Services View	000000
<input checked="" type="checkbox"/>	MassMutual Insurance & Training Center	000000
<input checked="" type="checkbox"/>	MassMutual Training	000000
<input type="checkbox"/>	MassMutual Center for Learning & Development	000000
<input type="checkbox"/>	MassMutual Center for Learning & Development	000000
<input type="checkbox"/>	MassMutual Center for Learning & Development	000000
<input type="checkbox"/>	MassMutual Center for Learning & Development	000000

Apply Filter

Close

- 1 Type into Search Value box to quickly find that selection.
- 2 Check box for groups to include in search.
- 3 When completed click 'Apply Filter' to search using those groups.

New Business- Search by Group (cont'd)

Return to Table of Contents

This screen will display specific groups requested after clicking 'Retrieve'.

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Log Out

Customer Service ▾ Help ▾ My Account ▾

My Account / New Business Applications

New Business Applications

My Applications

Search By

Group ▾
All
Group
All

Select Group(s)

Retrieve

1

New Business Applications

Show 10 ▾ entries

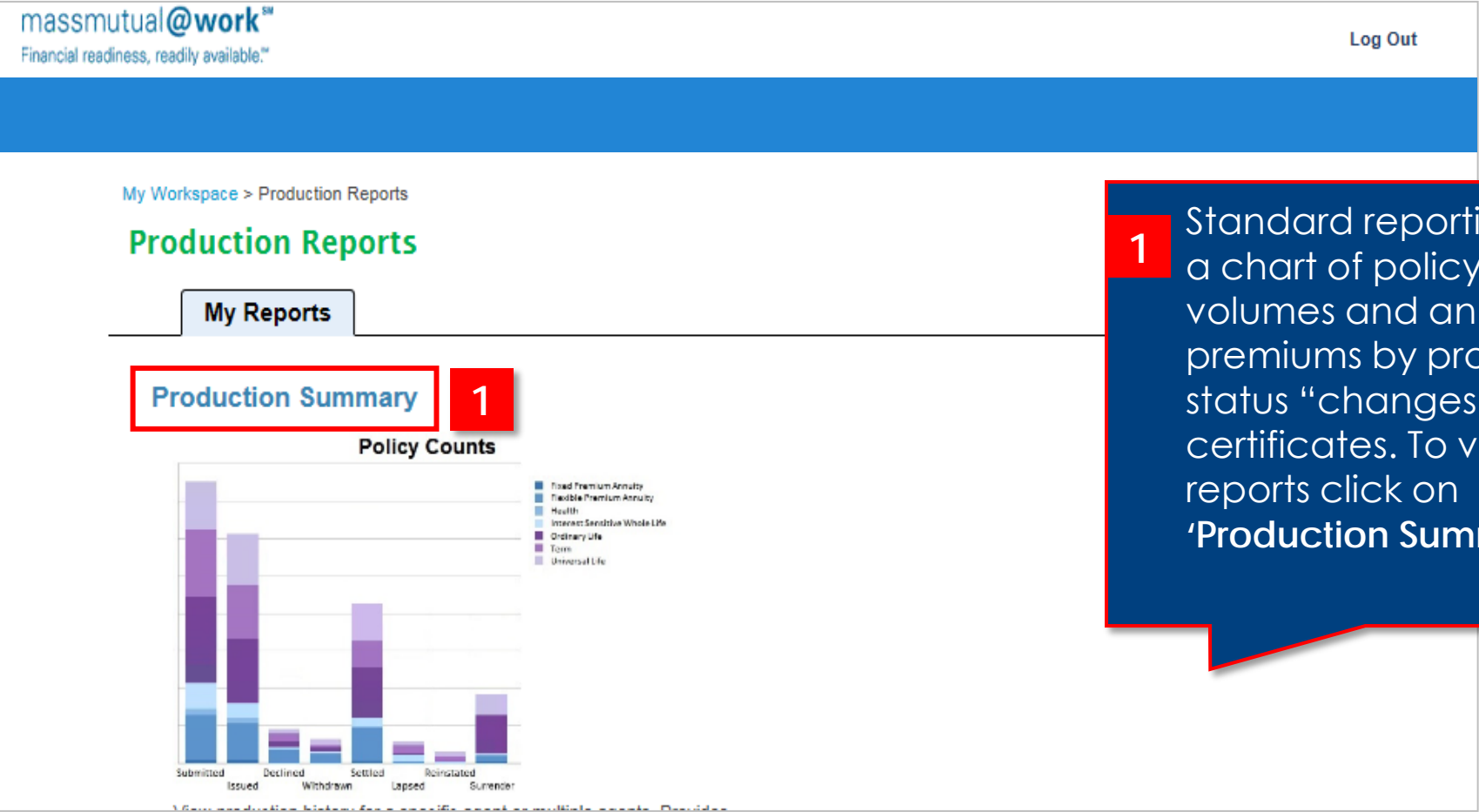
Group Name	Group Number	Application Number	Name	Certificate Number/Policy Number	Status	Received Date	Agent
Group 1	12345	67890	John Doe	123456789	Withdrawn	05/11/2019	Agent 1 Show All Agents
Group 2	12345	67890	John Doe	123456789	Withdrawn	02/05/2019	Agent 2 Show All Agents
Group 3	12345	67890	John Doe	123456789	Withdrawn	06/04/2019	Agent 3 Show All Agents
Group 4	12345	67890	John Doe	123456789	Withdrawn	06/07/2017	Agent 4 Show All Agents

1 Click in 'Retrieve' to obtain group selected.

Production Reports

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This screen provides ability to view standard production reports from a new business and inforce perspective.



1 Standard reporting provides a chart of policy counts, volumes and annual premiums by product for status “changes” on certificates. To view/run reports click on ‘Production Summary’.

Production Reports (cont'd)

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Production Summary provides reporting flexibility to generate reports based on different parameters/date ranges.

Production Summary

Company
* Mass Mutual - (PROD) ▼

Report Category
* Inforce ▼ **1**

Select Agent(s)
* ☒ LUIS R BLEWS/533073-090

Production Status
* ☒ Cancel
☒ Death Claim
☒ Lapse
☒ Miscellaneous Change
[Select all](#) [Deselect all](#) **2**

Insurance Type
* All ▼

Currency
* DOLLAR(US) ▼

Reporting Period
Date From (mm/dd/yyyy) * 10/15/2014 **3**
Date Through (mm/dd/yyyy) * 10/14/2016

State/Country
* All ▼

Submit **4**

Save As
Excel ▼ **Export**

Agent LUIS 090 **Production Status** Cancel
Death Claim
Lapse
Miscellaneous Change
Not Taken
Policy Conversion
Reinstatement
Surrender
Mass Mutual - (PROD) MEND
All

Report Category Inforce
Insurance Type All
Currency DOLLAR(US)
Reporting Period 10/15/2014 - 10/14/2016

Company
State/Country All

Reports can be exported to Excel or PDF.

- 1** Select 'Inforce' or 'New Business' report category.
- 2** Click statuses to be reported.
- 3** Click date range for reporting period.
- 4** Click 'Submit'.

Production Reports (cont'd)

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Reporting Results are then displayed on the same screen.



1 To view certificate details click on a product under 'Insurance Type'.

Production Reports (cont'd)

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If the “whole life” or “total” link is clicked a new screen will pop up with the Production Summary Detail that can also be exported into excel or PDF.

Production Summary Detail

Agent Name/Number LUIS **Report Date** 10/14/2016 3:17:59 PM
Reporting Period 10/15/2014 - 10/14/2016 **Company** Mass Mutual - (PROD) MEND
Insurance Type Whole Life **State/Country** All
Production Status Lapsed **Currency** DOLLAR(US)

Sort By
* Policy Number

Policy Number	Owner Name	Effective Date	Plan	Old Status	New Status	Volume	Annual Premium	Annualized Premium	Agent Name/Number
0027803288		01/01/2016	Premium Paying	Lapsed	15,000.00	531.36	531.31	LUIS R BLEWS/533073-090	
0027803289		01/01/2016	Premium Paying	Lapsed	25,000.00	410.40	410.34	LUIS R BLEWS/533073-090	
0027803291		01/01/2016	Premium Paying	Lapsed	50,000.00	1,269.60	1,269.58	LUIS R BLEWS/533073-090	
0027803295		01/01/2016	Premium Paying	Lapsed	5,000.00	163.26	163.21	LUIS R BLEWS/533073-090	
0027803297		01/01/2016	Premium Paying	Lapsed	5,000.00	267.54	267.54	LUIS R BLEWS/533073-090	
0027803298		01/01/2016	Premium Paying	Lapsed	12,500.00	279.45	279.43	LUIS R BLEWS/533073-090	
0027803299		01/01/2016	Premium Paying	Lapsed	5,000.00	126.96	126.94	LUIS R BLEWS/533073-090	
0027803300		01/01/2016	Premium Paying	Lapsed	12,500.00	140.85	140.79	LUIS R BLEWS/533073-090	
0027803301		01/01/2016	Premium Paying	Lapsed	25,000.00	327.90	327.86	LUIS R BLEWS/533073-090	
0027803302		01/01/2016	Premium Paying	Lapsed	5,000.00	208.14	208.13	LUIS R BLEWS/533073-090	
0027803303		01/01/2016	Premium Paying	Lapsed	5,000.00	144.78	144.75	LUIS R BLEWS/533073-090	
0027803304		01/01/2016	Premium Paying	Lapsed	5,000.00	72.18	72.15	LUIS R BLEWS/533073-090	
0027803305		01/01/2016	Premium Paying	Lapsed	12,500.00	140.85	140.79	LUIS R BLEWS/533073-090	
0027803306		01/01/2016	Premium Paying	Lapsed	25,000.00	337.80	337.74	LUIS R BLEWS/533073-090	
0027803308		01/01/2016	Premium Paying	Lapsed	25,000.00	1,113.30	1,113.25	LUIS R BLEWS/533073-090	

Policy Number
Owner Name
Effective Date
Plan
Old Status
New Status
Volume
Annual Premium
Annualized Premium
Agent Name/Number

Save As
Excel Export

Reports can be exported to Excel or PDF.

SYSTEM STATUSES

Term	Definition
Active Awaiting Premium	Application for coverage was accepted and initial premium is pending receipt.
Active Premium Paying	Premiums are being collected for the certificate.
Cash Surrender	Certificate no longer inforce. Certificate owner chose to surrender the certificate.
Declined	Application for coverage was rejected.
Issue – Not Paid	New Business status meaning it has been issued but not settled and moved Inforce.
Inforce – Extended Term	Inforce certificate with premiums no longer being paid. Coverage amount based on cash value.
Lapsed	Certificate is no longer inforce due to non-payment of premium.
Not Taken	Certificate owner decided to not accept the certificate.
Pending	Application has been entered into admin system.
Withdrawn	Certificate owner has withdrawn request for coverage.

